# "Acrobat/Windows 2000 Print Problems"

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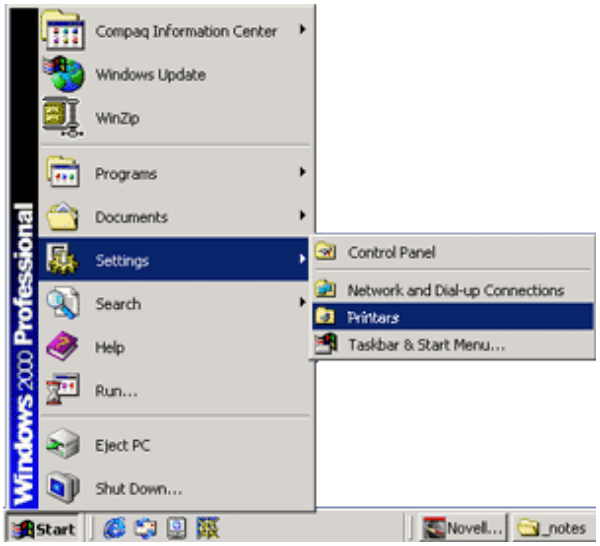
**Purpose:**

In order to print correctly from Windows 2000, Acrobat Reader requires that PostScript printer drivers for your specific printer be installed on your computer. Windows 2000 contains drivers for many of the available printers. This tutorial will show you how to install the drivers using the Windows "Add Printer Driver" Wizard.




(Figure 1)

**Instructions:**

1. Click on "Start" then select "Settings" and "Printers" (see Figure 1). This will bring up a window that lists the printers currently installed on your system.

2. Right click on the printer you are adding the driver to and select "Properties" from the menu that appears (see Figure 2). In this case, we are adding drivers for the "NDPS - HP4SI" printer.

(Figure 2)

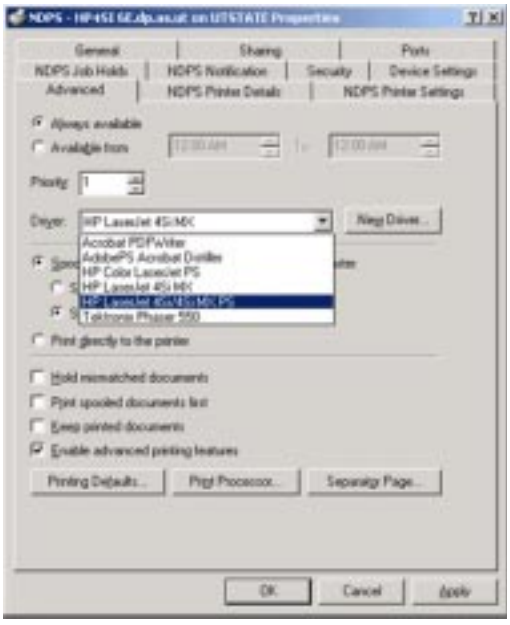
**Continued …**

3. The Properties window will popup and should look similar to the one pictured in Figure 3 (each printer has its own window, but they should all be similar). Usually, there will be an "Advanced" tab containing a "Driver" field and a "New Driver" button.

(Figure 3)

4. If your printer already has a PostScript driver installed, you will find it in the "Driver:" dropdown menu (See Figure 4). If this is the case, you can just select the PostScript driver and click the "OK" button. Acrobat Reader documents should now print correctly. If the driver is not in the "Driver:" dropdown list, then you will need to install it. Do this by clicking on the "New Driver" button.

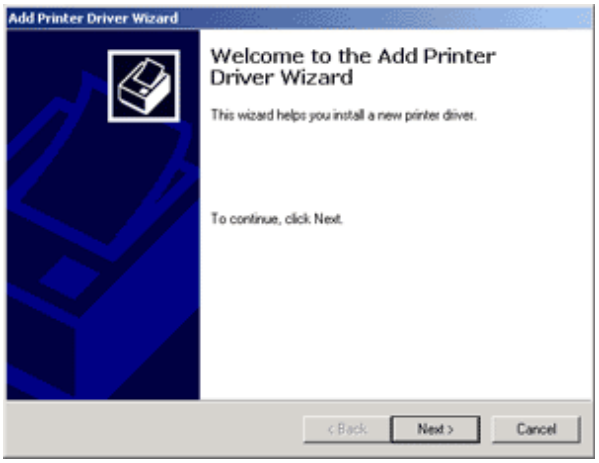
   **Note:** *Often, PostScript drivers will be denoted with a "PS."*



(Figure 4)

**Continued …**

5. Clicking on the "New Driver" button will bring up the "Add Printer Driver" Wizard. Click the "Next" button to continue (See Figure 5).

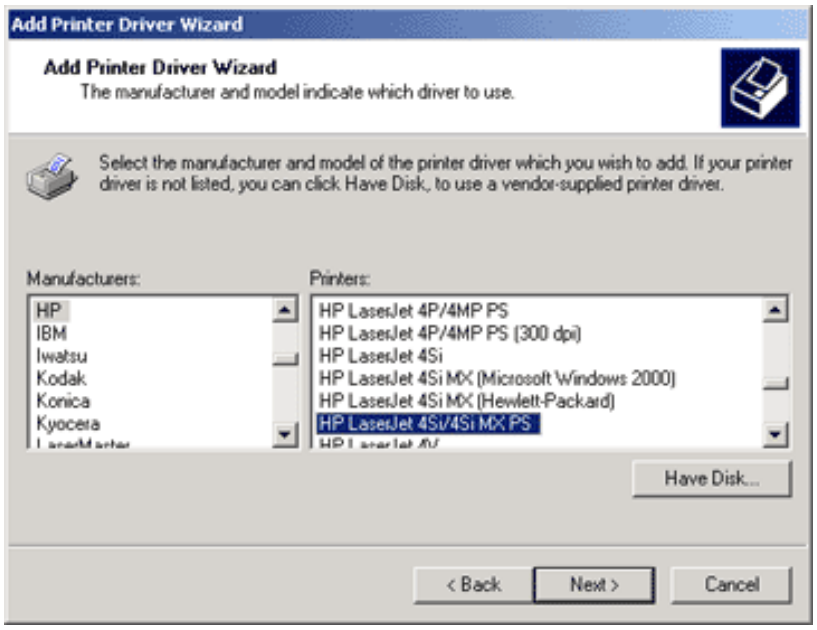



(Figure 5)

6. A screen listing Manufacturers and Printer Models will display (See Figure 6). Find your printer in the lists. Usually, there will be a PostScript listing for your model denoted by "PS." Select this listing and click "Next." In our case, we are selecting "HP LaserJet 4Si/4Si MX PS."

   **Note:** *If your printer is not listed, you will need to install the drivers from the manufacturer's disk or Web page. Follow your printer's instructions to do this.*

7. The last screen of the Wizard will appear. Click "Finish" to install the drivers. This should make the PostScript drivers the default for your printer. Acrobat Reader files will now print properly.




(Figure 6)